

Consumer Services Department

Fiscal Year 2004

Statistical Data

For FY2004 the Consumer Services Department handled:

Complaints - 5,995
Inquires - 7,016
Total - 13,011



Monthly Average - 1084.25

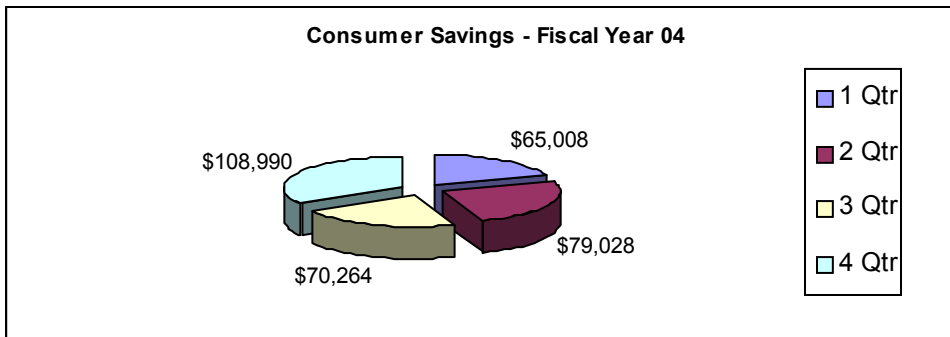
Complaints/Inquires by Utility Type in descending order:

Telephone - 5,411
Electric - 1,812
Gas - 1,988
Water - 661
Sewer - 119



Non-jurisdictional - 3,020

The Consumer Services Department saved consumers \$323,290



FY 04—Top Ten Complaint Issues

- Telephone
 - Local Company Disputes
 - Incorrect Billing
 - Disconnection of Service
 - Inter/IntraLATA Rates
- Gas and Electric (2)
 - Incorrect Billing
 - Misapplication of Rules/Regulations
- Water
 - Incorrect Billing
 - Service Quality



Complaints by Utility Type For FY 2004

